

## What To Do If You Have An Injury At Work

*What do I do if I get hurt or become sick at work?*

1. Inform the crew and get first aid immediately if needed.
2. Complete ACF32-8 “Flight Attendant Injury Report” AND ACF34C “Accident/Incident Report”
3. If you are unable to complete the reports right away, make sure the Company knows as soon as possible.

*How is the injury reported to WSIB?*

The Company is responsible, by law, to report the accident or illness to the WSIB. This is why it is important that you report it via the proper forms, or otherwise advise them as soon as possible.

The Flight Attendant Injury Report goes to Air Canada Claims where it is used to complete the Employer’s Report of Injury/Disease (Form 7). There is a time limit for them to submit this report.

*The Company is also required to do the following:*

1. Pay you full wages for the day the accident/illness occurred.

2. Arrange and pay for transportation (on the day of the accident) to get you to health care, if needed.
3. Give you a copy of the Employer’s Report of Injury/Disease once completed.

*Do I have to book off to claim for WSIB benefits?*

Not necessarily. A claim can be established for health care benefits only. For example; you pulled a muscle in your back – you don’t think you will have to book off, but you would like to see a physiotherapist. WSIB could pay the fee if the injury is reported and the claim allowed.

*Is there a time limit for reporting a claim?*

Yes. You have six months from the date of the accident or, for occupational diseases, from the time you learn of the diagnosis. However, unless there is a compelling reason why you were not able to report the claim (eg. In hospital), you are required to report it as soon as possible.

*Do I always have to claim?*

You do not have to file a claim if **all three** of the following apply:

1. Only first aid treatment was needed.
2. You did not book off.
3. You did not do modified work.

*How do I make a claim if I do not think the Company has reported the accident/illness?*

You can make a claim by calling the WSIB General Number at **416-344-1000** or Toll Free at **1-800-387-0750** and ask for assistance.

*You should also do the following:*

1. Complete and submit a “Worker’s Report of Injury/Disease” (Form 6)
2. Tell the health professional who first treats you that the accident/illness is work-related so they can complete and submit a “Health Professional’s Report” (Form 8)
3. Advise the Company.
4. Ask your WC Committee for help.

*What do WSIB benefits cover?*

If your claim is allowed, the WSIB Insurance benefits will pay for :

1. Health care (eg. Physiotherapy, chiropractic, etc.).
2. Medications prescribed for your injury/illness.
3. Wage loss benefits during your recovery.

*What if I have to go to a health professional or hospital due to the accident/illness?*

1. Tell the person treating you that the injury happened at work.
2. If you are ill and you think it was caused by something at work, tell the person treating you:
  - When you first noticed the symptoms
  - What the work conditions were at the time and how long you have worked under those conditions
3. The person treating you must complete a "Health Professional's Report" (Form 8) and send it to the WSIB. On this form there are sections where you can give information about yourself and Air Canada.

*What is the procedure for returning to work?*

It may be possible for you to return to work and do modified duties, or be eligible to participate in the Company's Return To Work Program, while you are in treatment and recovering from your injury/illness. You are responsible for the following:

1. Participate fully in your treatment plan.
2. Discuss your progress in treatment with your health professional and

when it would be possible to return to work and if modified work is necessary.

3. Have your health professional complete the Form 8, and obtain Page 3. This is the non-medical portion that stipulates what your physical restrictions are, should you be able to perform modified work. Page 3 must be submitted to the Company in order to determine the suitability of modified work. (The Company will provide you with the Form 8, if not, it is available on Aeronet).
4. Stay in contact with your manager, (or Re-hab coordinator), and keep them updated on your progress.
5. If you cannot yet book on, cooperate and participate in the Company's efforts to return you to work either through the Re-hab program, or through a modified work plan.

*How long can I stay off work and still Keep my job as a Flight Attendant?*

As long as the WSIB continues to allow your claim, policy dictates that the employer must keep the pre-accident job available for up to two years from the date of injury. This limit can be extended if there are extenuating circumstances.



## ***Workers' Compensation Committee***

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### **What To Do If You Have An Injury At Work**



*We're here to help.....  
For Toronto Base Flight  
Attendants  
1-877-411-3552 ext.259*